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Questions about Command View XP

Q: When are Command View XP services started?

A:

All of the core Command View XP services start as a Windows service at boot time.

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Q: How do I start, stop, or restart Command View XP?

A:

To start: Go to **Start > Programs > HP StorageWorks > Start services.**

To stop: Go to **Start > Programs > HP StorageWorks > Stop services.**

To restart: Go to **Start > Programs > HP StorageWorks > Restart services.**

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Q: Why do the Trap Distributor service and SubAgent (Proxy agent and HP Enterprise Integrations) services not start?

A:

The Trap Distributor service and SubAgent service require Microsoft SNMP network services. If the Microsoft SNMP network service is not installed, then the Trap Distributor service and SubAgent service would be terminated. You do not need to install SNMP services if you do not want to use the Trap Distributor and Proxy SubAgent.

Possible Reasons for the termination of the Trap Distributor and SubAgent services:

- Microsoft SNMP network services are not installed.
- Microsoft SNMP network services are not configured.
- Microsoft SNMP network services are not started.

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Q: How do I set up the SubAgent if I did not choose to install SNMP service during the Command View XP installation?

A:

1. Install Microsoft SNMP network services.
2. Register the Agent by running the executable register.exe as shown below:
\\Hpss\SubAgent\register <return key>
Before running this executable, please verify that the SNMP service on the system is running.
3. Stop the SNMP service and restart it by typing the following two commands at the command prompt:

```
net stop snmp <return key>
net start snmp <return key>
```

You can also stop and start the services using Control Panel.

4. Start HpssCVSubAgent service by typing the following command:

```
net start HpssCVSubAgent <return key>
```

You can also start the service using Control Panel.

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Q: Why can't I open the selected help topic?

A:

You may have minimized the Help window. Check the list of active applications at the bottom of your Windows taskbar to determine if you have a minimized Help window.

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Q: How can I open a new Internet Explorer window for the online help?

A:

Opening the online help by going to **Start > Programs** causes the page to open in the same Internet Explorer window for Command View XP. To open the help page in another window, do the following:

1. From Internet Explorer, go to **Tools > Internet Options > Advanced > Browsing > Reuse windows for launching shortcuts**.
2. Clear the check box and click **OK**.

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Q: How do I find the IP address of my PC?

A:

Do the following:

Windows 2000:

- Open a **Command Prompt** window and type the command `ipconfig`.
- Go to **Start > Settings > Network and Dial-up connections**.
- Choose the Local Area Connection that you want to check.
- Highlight **TCP/IP Protocol** and click **Properties**. The IP address is noted on this page.

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Q: Why does the **Help** button open a login box instead of a help page?

A:

Most likely, you have multiple Internet Explorer windows open simultaneously. Please do the following to clear the error:

1. Close all Internet Explorer browsers.
2. Use the Task Manager utility to delete any `lexplorer.exe` processes that may be hanging around in the background.

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Q: What IP port numbers do Command View components use?

A:

Refer to the section entitled "Set Up Ports to Bypass a Network Firewall" in the *HP StorageWorks Command View XP Installation Guide* for the appropriate IP port numbers.

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Q: Are there any problems with running multiple Command View XP management servers?

A:

Running multiple Command View XP servers is not supported.

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Q: My Command View XP management station has multiple network interfaces. What is the procedure for installing and configuring multiple network cards?

A:

If your Command View management station has multiple network cards installed, configure the first LAN card to communicate with the hosts and Command View API clients on the SAN. To set the LAN card as the first network card, modify the bindings order of the network adapters to bind that network card first. This procedure is explained in the installation guide. The installation guide can be found by clicking the **Support** tab and then clicking the **Reference documents** link in the left navigation menu, or on the product CD.

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Q: What could be causing JCORE, host agent, and other errors?

A:

If you are receiving JCORE, host agent, or other unexplained errors, and you have multiple network cards installed on your management station, refer to the [FAQ](#) that discusses this issue.

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Q: Where do I find troubleshooting solutions?

A:

Refer to the documentation provided with this product for troubleshooting information. The troubleshooting chapter of the installation guide contains troubleshooting information about installing, configuring, and logging on to Command View. This chapter also has suggestions

for solving host agent installation and configuration problems. For general troubleshooting information, refer to the troubleshooting chapters in the Command View and Path Connectivity user guides. All of the documentation can be found by clicking the **Support** tab and then clicking the **Reference documents** link in the left navigation menu, or on the product CD.

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Questions about Array Management for the XP48/XP512

Q: How do I verify if the SNMP Agent is set up correctly on the SVP for an XP48/XP512?

A:

Please contact your HP account support representative to verify the following SVP information. To verify that SNMP Agent is correctly configured on the SVP (XP48/XP512):

1. From the SVP, click the **View Mode** button to change to Modify mode.
2. Click the **SNMP AGENT** button to open the SNMP setup screen.
3. Click the **INSTALL** tab.
4. Verify the **Extension SNMP for HP RAID Series** check box is selected.
5. Click the **Community** tab.
6. Verify that the Community Name field displays public. If public is not displayed, enter **public** and click **Add**.
7. Click **OK** to close window.
8. Reboot the SVP.

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Questions about Array Management for the XP128/XP1024/XP12000

Q: How do I verify if the SNMP Agent is set up correctly on the SVP for the XP128/XP1024/XP12000?

A:

Please contact your HP account support representative to verify the following SVP information. To verify that SNMP Agent is correctly configured on the SVP (XP128/XP1024):

1. From the SVP, verify it is in Modify mode.
2. Run snmpagt.exe. To do so, specify the path and go to **Start>Run** and run snmpagt.exe.
3. Verify the **Extension SNMP for HP RAID Series** check box is selected.
4. Under the **Manager** tab, if any IP addresses are listed, the SVP will restrict SNMP access to all addresses except those listed.
5. Click the **Community** tab and add a public node.
6. Click **OK**. A confirmation message is displayed if the operation is successful.

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Q: What should I do if I get an "Array is refreshing. . ." message while loading the applet?

A:

A user will get this message anytime the disk array is being refreshed. This may occur due to a set operation initiated by a modify user, or due to an administrator logged onto the SVP performing certain procedures. Until the set operation is completed and the disk array refreshed, a user will not be able to load the applet. One should wait some time, and attempt to reload by clicking the tab of the desired module.

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Q: After clicking the **Apply** button, is it possible to stop the transaction?

A:

No. Once you have clicked the **Apply** button, the request has been sent to the SVP of the disk array. Attempting to click the **Cancel** button, or even closing the browser window will not alter the transaction in progress. The **Cancel** button is meant to void any changes made to the screen prior to clicking **Apply**.

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Q: If I kill a Modify browser session, will the lock on the disk array be released?

A:

A killed session will release its lock after 1 minute. If a user attempts to gain the lock before this 1 minute duration is over, he will be downgraded to View only mode.

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Q: What does the message "Modify mode was canceled forcibly" mean?

A:

Modify mode will be released after 60 minutes of inactivity by default in the GUI. This value is configurable by the user.

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Questions about Command View XP SSL Support

Q: What is SSL?

A:

SSL stands for Secure Sockets Layer, which is a protocol developed by Netscape for transmitting private documents through the Internet. SSL works by using a private key and public key to encrypt and decrypt data that's transferred over the SSL connection for the purpose of secure trusted authentication. Both Netscape Navigator and Internet Explorer support SSL, and many Web sites use the protocol to obtain confidential user information, such as credit card numbers. By convention, Web pages that require an SSL connection start with https instead of http.

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Q: What are the procedures to enable SSL for Command View XP?

A:

Do the following:

(Assuming a default installation directory)

- Go to the [Download](#) page to access the HPSS Apache White Paper. Follow the procedures in the white paper.
- Modify the property file:
Follow the instructions inside the property file c:\Hpss\SubAgent\servletAddr.conf for how to turn on the SSL for Command View XP SubAgent.
- Modify the CVCLI properties for the CVCLI client.

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Questions about requesting Command View XP Support

Q: How do I set the trace mode for Command View XP?

A:

1. Stop all Command View services.
2. Go to the folder hpss/dm/tomcat.
3. Delete the server log file stderr.log.

IMPORTANT: If this is a production server and the customer must maintain records, create a safe copy of this file before deleting it.

4. Set the trace levels in CV server as follows:
 - \hpss\dm\tomcat\webapps\hpstmgmt\WEBINF\cvapi\config\DOParameters.cfg
set the parameter "TRACE_LEVEL" to 8 (Default value is 0)
 - \hpss\dm\tomcat\webapps\hpstmgmt\webroot\Stormgmt\CommandView.properties
set the parameter "TRACELEVEL" to 8 (Default value is 4)
 - \hpss\dm\tomcat\webapps\hpstmgmt\WEB-INF\cvapi\config\CVapi.cfg

set the parameter "LOG_LEVEL" to ALL (Default value is INFO)

[Please restart Command View XP to apply changes.](#)

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Q: Where are the log files located?

A:

Assuming a default installation directory:

1. Apache Web server - "c:\Hpss\apache\logs*"
2. Solid Database - "c:\Hpss\cvdb\solmsg.out, solerror.out"
3. Command View Management Server - "c:\Hpss\CVmanagementserver\logs*" and "c:\Hpss\CVmanagementserver\deployclient\logs*"
4. Data Collector Service - "c:\Hpss\DataCollectorService\logs*"
5. Array Manager servlet engine - "c:\Hpss\dm\tomcat*.log"
6. Path Connectivity servlet engine - "c:\Hpss\e2e\tomcat\logs*"
7. Trap Distributor - "c:\Hpss\TrapDistributor\log*"
8. Sub/Proxy Agent - "c:\Hpss\subagent\log*"
9. Security Service - "c:\Hpss\Security\logs*"

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Q: How can I collect all the log files and send them to Command View XP Support?

A:

To collect all the log files:

1. Complete one of the following steps to create a zip file of all the log files:
 - Go to **Start > Programs > HP StorageWorks > Command View XP > Collect System Log Files.**

- Execute c:\Hpss\bin\hpss_cv_dump.bat.

2. Send the zip file (c:\Hpss\dump.zip) to the Command View XP Support.

If a problem occurs while compressing the log and configuration files, an error message displays the file name causing the problem and continues to the next file. All exceptions are displayed again at the end of the execution and the application will exit with a non-zero value. The exception files are typically files that were too large to archive.

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Q: How can I delete log files that are getting too big?

A:

User can truncate the log files by doing the following:

Data collector Service log (Event logs for the Path Connectivity)

This log will empty itself when the size is over 10MB, and keep the four most recent backups. But a user can truncate this log manually. During the manual truncation, the system will make a backup and empty the current log.

1. Log in to Command View XP.
2. Go to **Path Connectivity** in the left panel. In the **Administration** tab, click the **Event Log** link. Click the **Truncate Log** button.

Apache Web server logs, assuming a default installation directory:

- Execute c:\Hpss\bin\truncate_log.bat to truncate the logs.

Note:

Administrators should schedule a task in the management station to perform the truncate log procedures. Refer to the following question for details.

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Q: How do I schedule a task in a Windows 2000 machine to truncate the logs?

A:

For example, set a task to execute `c:\Hpss\bin\truncate_log.bat` every month. (Assuming a default installation directory)

Windows 2000:

1. Go to **Start > Settings > Control Panel**.
2. Double-click **Add Scheduled Task**.
3. Click **Next** and then click **Browse**. Browse and click **c:\Hpss\bin\truncate_log.bat** and click **Open**.
4. Click the **Monthly** option and then click **Next**.
5. Set the Start time to 2 am or any time you want.
6. Click the **Day** option, set the day to 1 or any day you want, and then click **Next**.
7. If needed, set up a password and account, and then **Next**.
8. Click **Finish**.

To delete a scheduled task in Windows 2000:

1. Open the Scheduled Tasks as described above in step 1.
2. Right-click the task that you want to delete and click **Delete**.

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Questions about Path Connectivity

Q: How can I install a new empty database?

A:

To install a new database, go to the `<HPSS_HOME>\bin` directory (usually `C:\HPSS\bin`) and execute `create_new_db.bat`.

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Q: How can I empty the database of all data?

A:

At the Windows command prompt, go to the <HPSS_HOME>\bin directory and execute `emptytables.bat`.

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Q: What is PingLun?

A:

HP's proprietary method of unobtrusively and quickly checking if a host device really is available or not (e.g., usable or down).

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Q: Why does the Health column in the Connectivity Health screen show WARNING or CRITICAL when I go to that page for the first time?

A:

When the Path Connectivity first starts, there is no [PingLun](#) data. The default interval for PingLun is 15 minutes.

To get the path's health, you can do the following:

1. You can wait for the auto PingLun.
2. You can manually do a real time diagnostic by select paths (select the check boxes) and click the **Diagnose** button.

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Q: Why can't I see the drive letter assigned to the drive on my Windows 2000 host?

A:

If you have assigned a drive letter to your disk and you do not see the drive letter under the mount point column of the drive, then the drive is probably a dynamic drive. Command View currently does not support dynamic disks. However, you will still see most of the information about the drive except the drive letter assigned to the drive.

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Questions about Command View XP Host Agent

Q: Are there any firewall issues associated with the Host Agent?

A:

No.

In this release, if the hosts are within the management station's firewall/subnet and/or you are using the Remote Deployment tool to deploy the Host Agent, the Regular Host Collection will discover the hosts.

If you did not use the remote deployment tool to install the Host Agent AND the host is not in the same firewall/subnet as the management station, please use the **Path Connectivity Administration > Host Discovery > Host Mgmt** to add the host into the Path Connectivity.

Once the hosts are in the Path Connectivity, they will be discovered during the Regular Host Collection.

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Q: My host has multiple network cards. Will this cause any problems with the Host Agent?

A:

To avoid any host discovery problems, you should make sure that the primary network card has the IP address that you want to connect from the Management Station.

For local installation, the installation script will not select the communication IP address for the host (remote installation will do that).

To select your communication IP address for local installation, please do the following.
(Assuming a default installation directory)

1. Open c:\sanmgr\hostagent\config\commIpAddr.txt file (Windows host).
2. Open /opt/sanmgr/hostagent/config/commIpAddr.txt file (UNIX host).
3. Enter the IP address that the host is using for communicating to the Management Server.
The commIpAddr.txt can only have one IP address.
4. Stop and start the hostagent software.

In a Windows host:

```
net stop hostagent  
net start hostagent
```

In a UNIX host:

```
cd /opt/sanmgr/hostagent/sbin  
./HA_trigger stop  
./HA_trigger start
```

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Q: Are there any issues if the Host Agent and the HP StorageWorks Auto Path XP are installed in the same host?

A:

No, the Command View 1.53 release fixed this issue.

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Q: Can I install the Command View XP Host Agent on the host that already has the OpenView Storage Area Manager 3.2 Host Agent installed?

A:

Yes, you can. The installation wizard will automatically adjust the configuration.

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Questions about Integrating Command View XP and HP OpenView Storage Area Manager

Q: How do I launch the Command View XP (SSL) client from OpenView Storage Area Manager?

A:

Storage Area Manager does not automatically discover the Command View management station, but you can easily add a link by completing the following steps:

Go to **Tools > Storage Node Manager > Add Application Link**. Complete the Add Application Link wizard. When requested, add the following command:

```
%browser http://CV IPADDRESS/
```

Where CV IPADDRESS is the IP address of the Command View management station.

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Q: How do I launch the Command View XP client from OpenView Storage Area Manager 3.2?

A:

1. Verify that the Storage Area Manager Device Plug-In (DPI) is installed on the Storage Area Manager management server, and try to discover the Command View XP management station from OpenView Storage Area Manager 3.2.
2. After the discovery, right-click the disk array and launch Command View XP.

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Questions about Integrating Command View XP and Other Products

Q: How do I set up OpenView NNM to receive XP Trap from Command View XP? How do I set up Unicenter TNG, Tivoli NetView, and Tivoli to receive XP Trap from Command View XP?

A:

Please see the section in the installation guide and/or click the **Support** tab for more information concerning integrating other management applications with Command View. The installation guide can be found by clicking the **Support** tab and then clicking the **Reference documents** link in the left navigation menu, or on the product CD.

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